

AMENDMENTS TO THE CLAIMS:

This listing of claims will replace all prior versions, and listings, of claims in this application.

1-18(Canceled).

19.(Currently Amended) A multi-service telecommunications and administration system comprising:

at least one provisioning system for provisioning at least two different types of telecommunications services;

a customer care module coupled to the at least one provisioning system;

a capacity module coupled to the customer care module for determining whether there is capacity to provision a service to a customer;

a plurality of back-office modules coupled to the customer care module, the back-office modules comprising a billing and accounts receivable module and a workforce management module,

wherein the customer care system and the back-office modules are adapted to service the at least two different telecommunications services.

20.(Original) A multi-service telecommunications and administration system as in claim 19 wherein the at least two different types of telecommunications services comprise services in a telephone service delivery system, an Internet service delivery system, and a television service delivery system.

21.(Original) A multi-service telecommunications and administration system as in claim 19 further comprising an enterprise application integration package which operably couples the provisioning system, customer care module, and back-office modules to each other for sharing common data among different software packages in the provisioning system, customer care module, and back-office modules.

22.(Currently Amended) A multi-service telecommunications and administration system as in claim 19 wherein the at least one provisioning system comprises ~~a telephone~~

~~provisioning system, a television management system, and a capacity requester~~ an Internet services system.

23.(Original) A multi-service telecommunications and administration system as in claim 19 wherein the plurality of back-office modules for the comprise a product management module, and the invoice module, and a telephone mediation module.

24-25. (Canceled)

26.(Currently Amended) A multi-service communications system comprising at least two different communication delivery systems selected from a group comprising a telephone service delivery system, an Internet service delivery system, and a television service delivery system, characterized in that the multi-service communications system further comprises:

a multi-service administration system comprising a sales system, a billing system, a provisioning system comprising a capacity requestor for determining whether there is capacity to provision a service, and an enterprise application integration support system software coupling, wherein the sales system, the billing system and the provisioning system are adapted to provide sales, billing and provisioning for the at least two different communication delivery systems through the same enterprise application integration support system software coupling.

27.(Previously Presented) A multi-service communications system as in claim 26 wherein the different communication delivery systems comprise all three of the telephone service delivery system, the Internet service delivery system, and the television service delivery system.

28.(Previously Presented) A multi-service communications system as in claim 26 wherein the sales system of the multi-service administration system is adapted to provide upgrading and/or cross-selling of services in at least two different communication delivery systems.

29.(Previously Presented) A multi-service communications system as in claim 26 wherein the billing system of the multi-service administration system is adapted to provide convergent billing with multiple products and services of the at least two different communication delivery systems.

30.(Previously Presented) A multi-service communications system as in claim 26 wherein the provisioning system of the multi-service administration system is adapted to provide multi-service provisioning of services in the at least two different communication delivery systems.

31.(Previously Presented) A multi-service communications system as in claim 30 wherein the provisioning system comprises an automated automatic provisioning system for all three of the telephone, Internet and television service delivery systems.

32.(Previously Presented) A multi-service communications system as in claim 26 wherein the sales system of the multi-service administration system comprises multi-channel sales support of the at least two different communication delivery systems.

33.(Previously Presented) A multi-service communications system as in claim 26 wherein the multi-service administration system comprises an integrated coupling of the sales system and the provisioning system for real-time order entry and availability checking of at least two different communication delivery systems.

34.(Previously Presented) A multi-service communications system as in claim 26 wherein the multi-service administration system comprises an integrated data sharing system among the sales system, billing system and provisioning system.

35.(Previously Presented) A multi-service communications system as in claim 26 wherein data input into the multi-service administration system for a first one of the service delivery systems is used as common data in the administration system for the other ones of the service delivery systems.

36.(Previously Presented) A multi-service communications system as in claim 35 wherein the multi-service administration system is adapted to automatically configure the sales system, billing system and provisioning system based upon a country location of a customer.

37.(Previously Presented) A multi-service communications system as in claim 26 further comprising:

a customer care module coupled to the provisioning system; and

a plurality of back-office modules coupled to the customer care module, the back-office modules comprising a billing and accounts receivable module and a workforce management module,

wherein the customer care system and the back-office modules are adapted to service the at least two different communications services.

38.(Previously Presented) A multi-service communications and administration system as in claim 37 wherein the enterprise application integration software operably couples the provisioning system, customer care module, and back-office modules to each other for sharing common data among different software packages in the provisioning system, customer care module, and back-office modules.

39.(Previously Presented) A multi-service communications and administration system as in claim 37 wherein the provisioning system comprises a telephone provisioning system, a television management system, and a capacity requester.

40.(Previously Presented) A multi-service communications and administration system as in claim 38 wherein the plurality of back-office modules comprise a product management module, and the invoice module, and a telephone mediation module.